



Franklin County  
Department of Job & Family Services  
1721 Northland Park Ave.  
Columbus, Ohio 43229

## J O B   A N N O U N C E M E N T

**POSITION TITLE:** Case Manager **PCN:** 100644  
(Bargaining)

**DEPARTMENT/LOCATION:** Northland Opportunity Center/ Quality Support Services **P. R.:** O10

**REPORTS TO:** Case Manager Supervisor

**RESPONSIBILITIES:** Determine customer eligibility for public and medical assistance benefits based upon a customer's request for an administrative hearing. Interview customers and assess needs and eligibility for a variety of benefits administered by the agency. Gather and document customer personal information, financial and employment information, and verify documentation. Make necessary case changes and determine continuing eligibility for benefits. Explain laws, policies, regulations, rights and responsibilities associated with the receipt of benefits and services. Investigate case discrepancies and compute overpayments and underpayments of all benefits programs. Act as agency representative at state hearings, preparing necessary documentation for the hearing and taking necessary action as ordered by the hearing decision. Gather and report statistical information regarding activities conducted on customer cases and completes daily operational reports. Conduct follow up on various case inquiries, complaints, case alerts, match listings or special reviews and makes appropriate case adjustments. Provide input to unit supervisor and senior staff regarding program procedures; identify problems and make recommendations for corrective action.

**MINIMUM QUALIFICATIONS:** An Associate's degree in social work or human services field; supplemented by two (2) years of experience in social work, case management, or public assistance programs; or any equivalent combination of training and experience.

**STARTING SALARY:** \$17.37 per hour. 180 day probationary period.  
Plus a Comprehensive Benefits Package

**DATE POSTED:** Friday, May 8, 2015

**DEADLINE TO APPLY:** Thursday, May 14, 2015

If interested, please go to [www.franklincountyohio.gov/Commissioners/hr](http://www.franklincountyohio.gov/Commissioners/hr) and apply on-line.

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